

FIG. 1

200

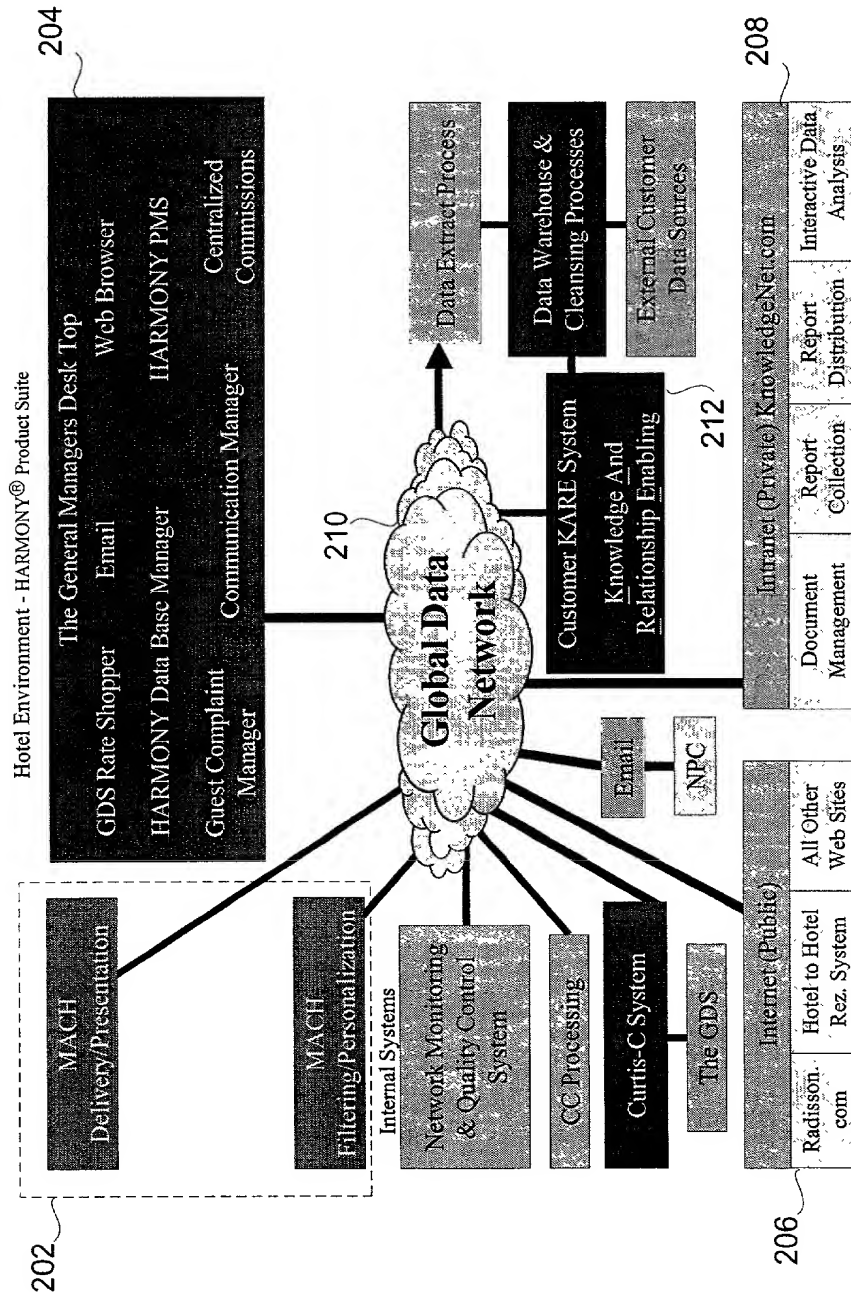


FIG. 2

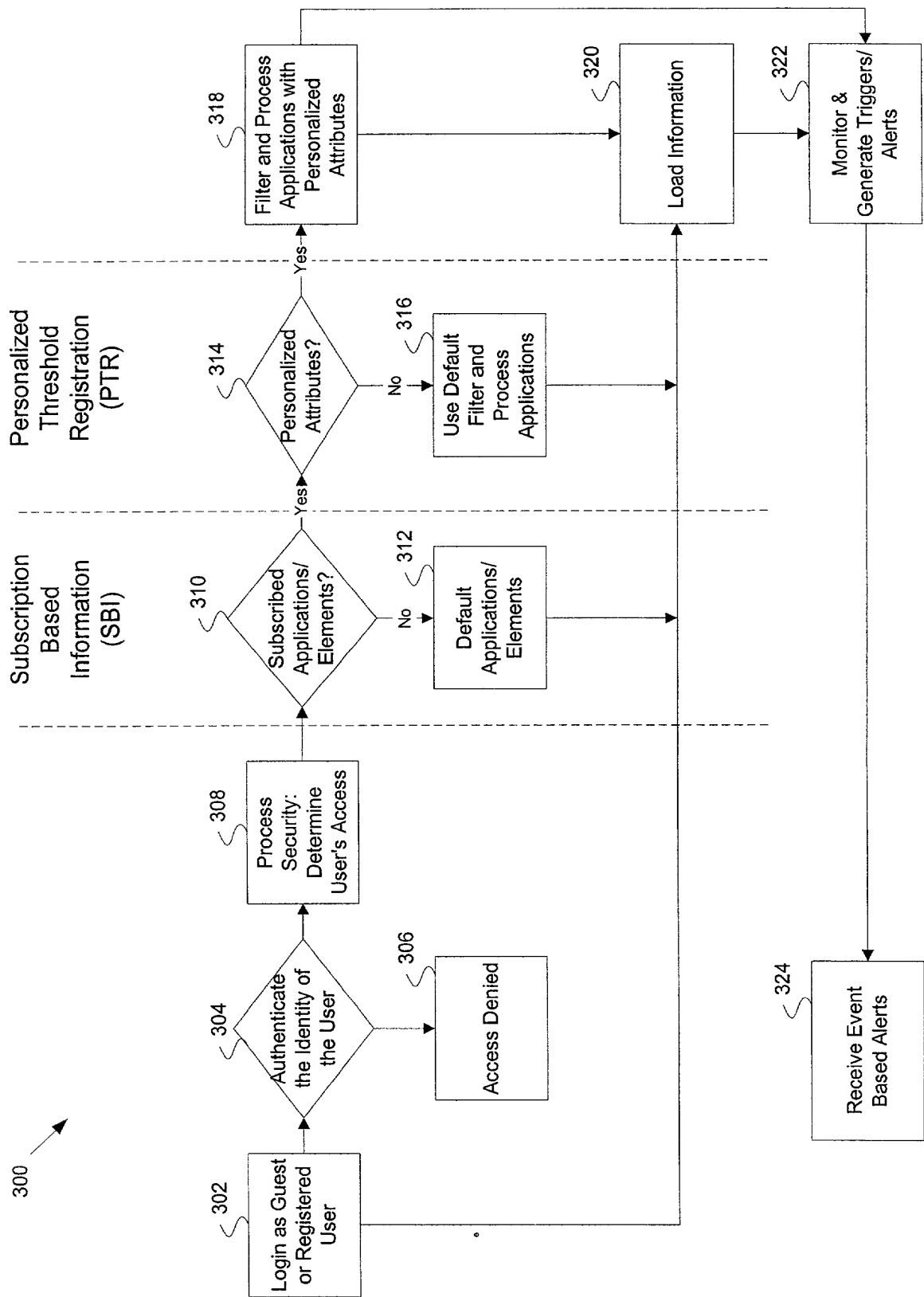


FIG. 3

KnowledgeNet - Microsoft Internet Explorer provided by Carlson Companies, Inc.

Address: http://www.knowledgenet.carlson.com/mkNet\_useredit.cfm?Container\_ID=819

ADMIN

### KNOWLEDGENET

**Reports**

**Active/Name**

- ☒ Traditional Report Library
- ☒ Two-Dimensional Reports
- ☒ Multi-Dimensional Trend Analysis

**Business Applications**

**Active/Name**

- ☐ Hotel Gold Point Redemptions
- ☐ Hotel Budgets
- ☒ Property Month-End Reporting
- ☐ Cruise Gold Point Redemptions
- ☐ The Old KNet Interface
- ☐ MYLINK (Web Outlook)
- ☒ Corporate Database Entry (for DDs & ICs only)
- ☒ Radisson ROI Direct

**Report Result Sets**

Olafendo	<input type="button" value="Rename"/> <input type="button" value="EDIT"/> <input type="button" value="DELETE"/>
carol	<input type="button" value="Rename"/> <input type="button" value="EDIT"/> <input type="button" value="DELETE"/>

5:53 PM

FIG. 4A

<http://dev.knowledgenet3.carlson.com/staging/editMyIndicatorGlobal.cf...>

UserID: ul2hr14

Please select the currency type (local or US), the Business Indicator Panels to be displayed and the sort order (order panels are to appear) and then click Update.

Indicator Panel	Show?	Local Currency?	Sort Order
Accounts Receivable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6
Alert Summary	<input type="checkbox"/>	<input type="checkbox"/>	
Denied RN - Cumulative Firm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2
Denied RN - Cumulative Soft	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3
Denied RN - Firm - Yesterday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4
Key Indicators: Day - MTD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1
Property Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5

Update

FIG. 4B

502

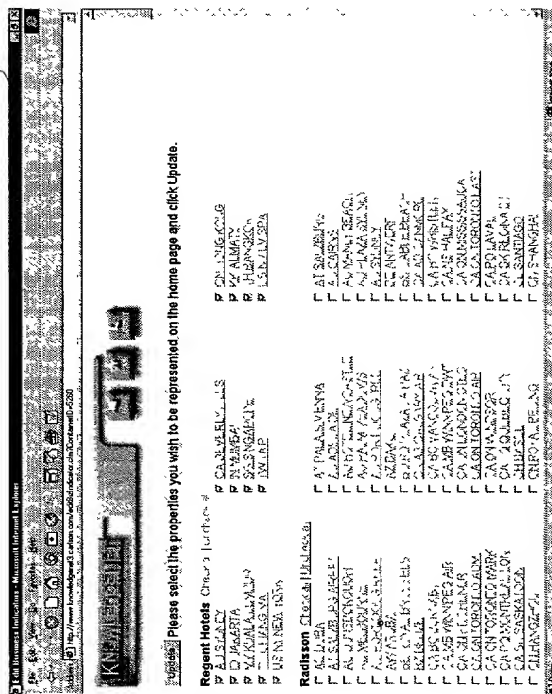


FIG. 5A

504

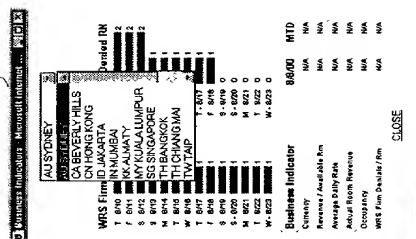


FIG. 5B

FileEditViewFavoritesToolsHelp

http://dev.knowledge3 Carlson.com/flag/ed162/indicatorAlert.cfm?containerid=7561&username=ed17&page=ED17&prop=PL77&view=1

BackForwardStopHomeSearchHistoryFavouritesHome

Dev

ADMIN

KNOWLEDGE3

DEV

Please enter the business indicator alert ranges and click Update.

Show All Indicators

Property: US MN MPLS PLAZA

View: Key Indicators: Day - MTD

Alert Message	Panel	Activate	Business Indicator	Trigger Values		
				Trigger	Override	Default
<input type="checkbox"/>	Key Indicators	Day - MTD	Actual Room Revenue	<input type="checkbox"/>	<input type="checkbox"/>	100
<input type="checkbox"/>			Average Daily Rate	<input type="checkbox"/>	<input type="checkbox"/>	100
<input type="checkbox"/>			Denials Per Room - WRS Euro	<input type="checkbox"/>	<input type="checkbox"/>	100
<input type="checkbox"/>			Occupancy Percentage	<input type="checkbox"/>	<input type="checkbox"/>	100
<input type="checkbox"/>			Revenue Per Available Room	<input type="checkbox"/>	<input type="checkbox"/>	100

Update

FIG. 5C

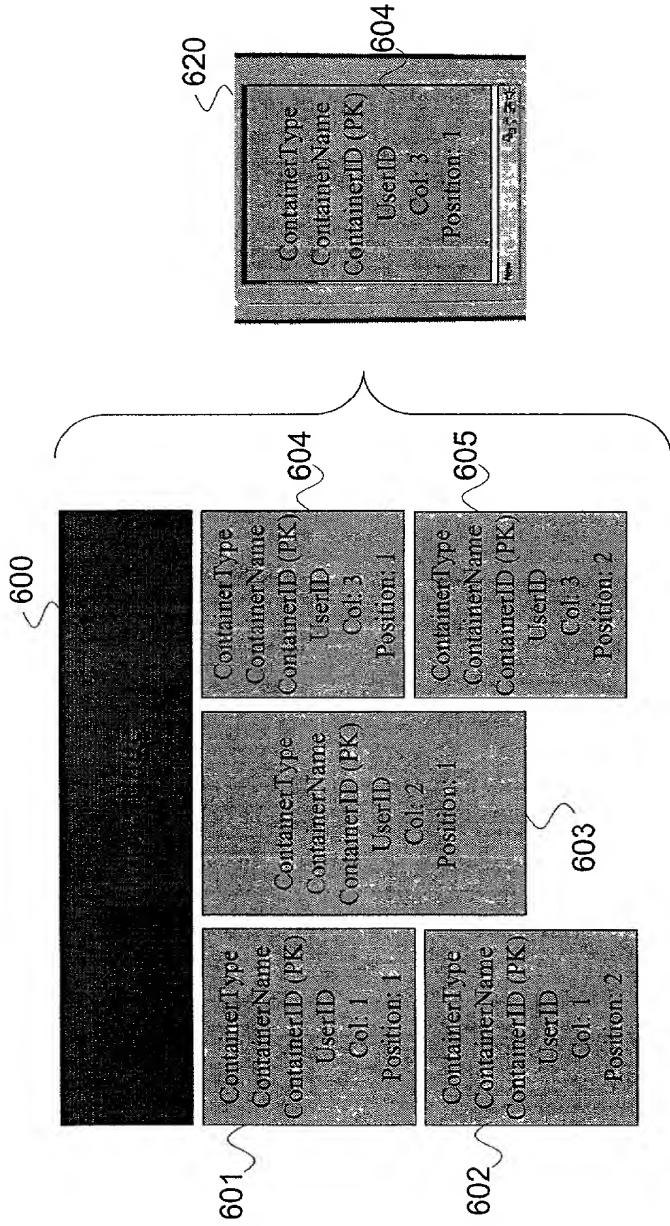


FIG. 6



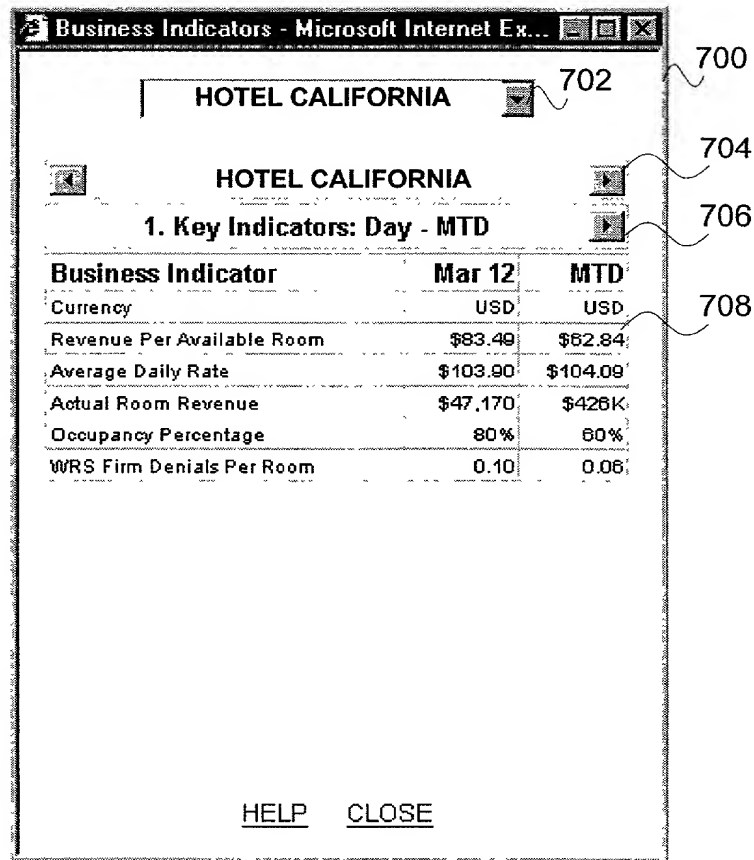


FIG. 7A

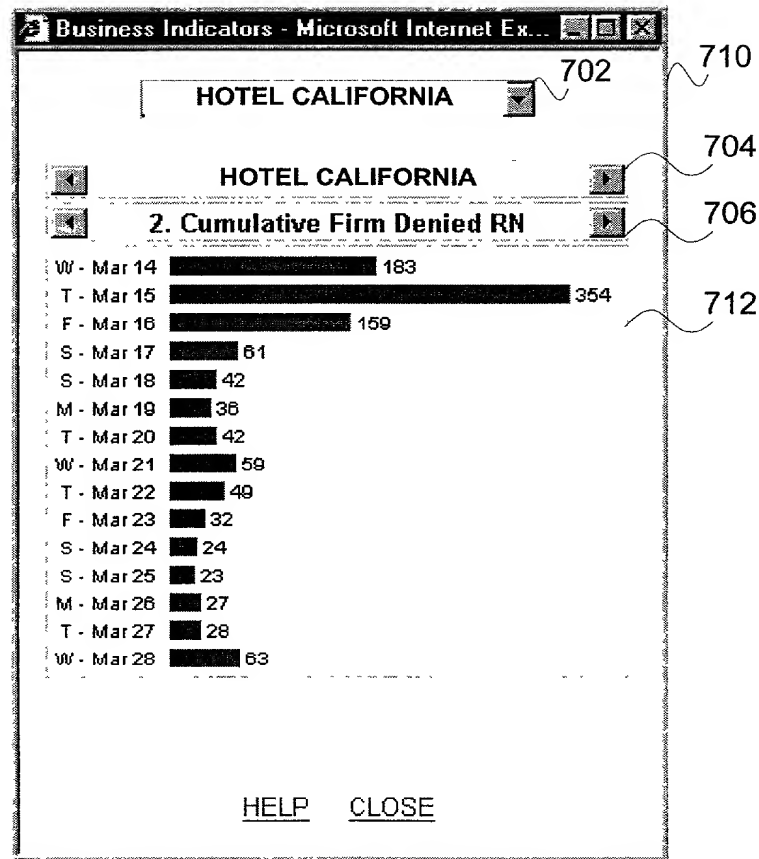


FIG. 7B

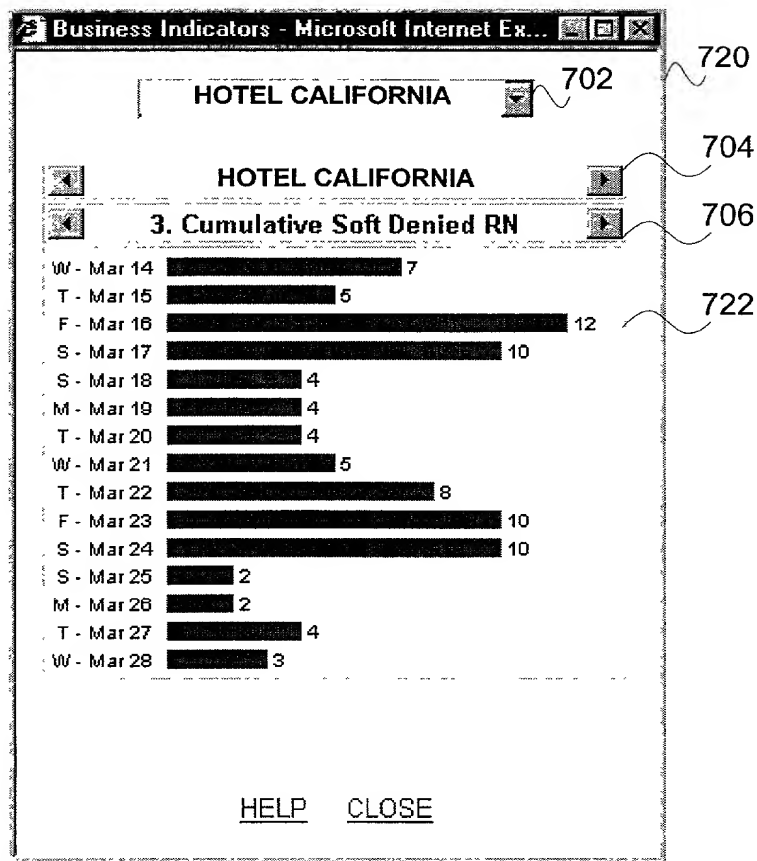


FIG. 7C

Business Indicators - Microsoft Internet Ex...

**HOTEL CALIFORNIA** 702

**HOTEL CALIFORNIA** 704

**Denied RN - Firm - Yesterday** 706

Date	Available	Denials	Status
F - Mar 23	138	0	OPN
S - Mar 24	160	0	OPN
S - Mar 25	468	0	OPN
M - Mar 26	352	0	OPN
T - Mar 27	90	0	OPN
W - Mar 28	35	1	OPN
T - Mar 29	316	1	GTD
F - Mar 30	41	4	MS4
S - Mar 31	40	3	NAO
S - Apr 01	40	2	NAO
M - Apr 02	31	3	NAO
T - Apr 03	140	3	OPN
W - Apr 04	94	3	OPN
T - Apr 05	324	3	OPN
F - Apr 06	206	3	OPN

730

732

FIG. 7D

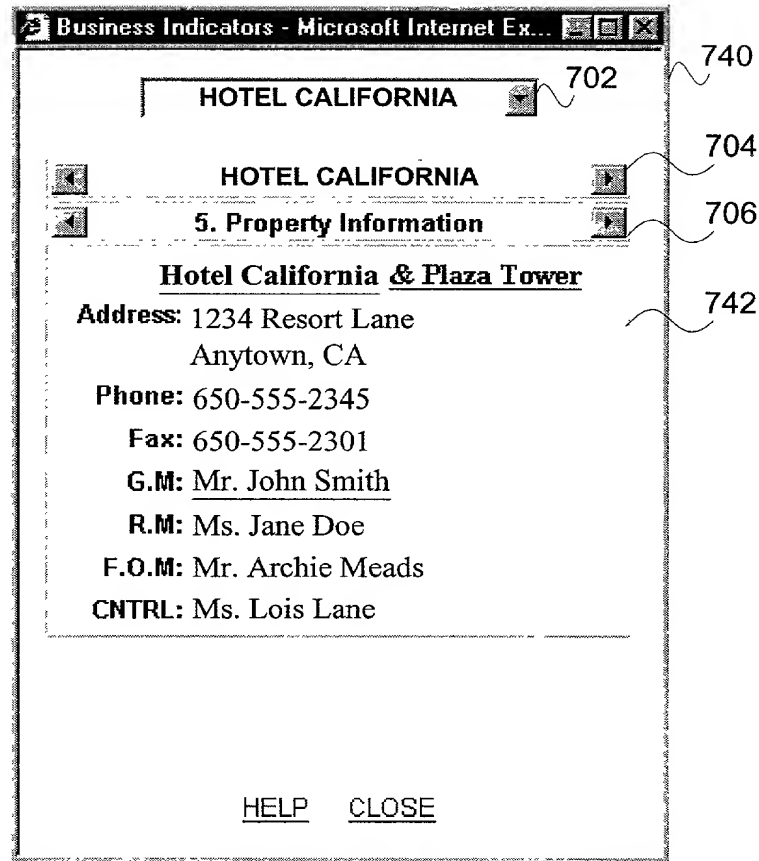


FIG. 7E

FIG. 7F

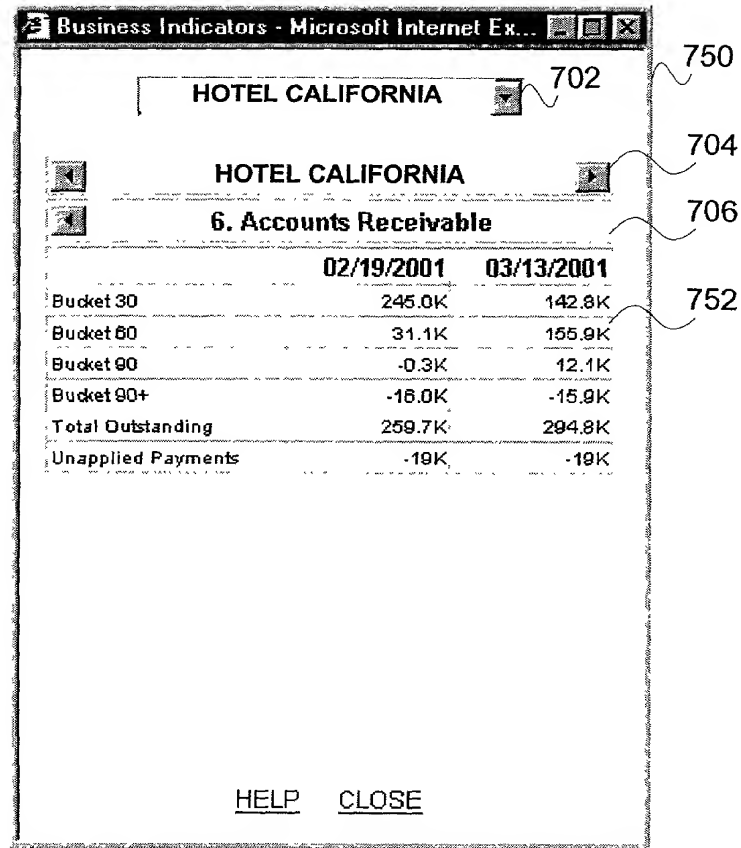


FIG. 7F

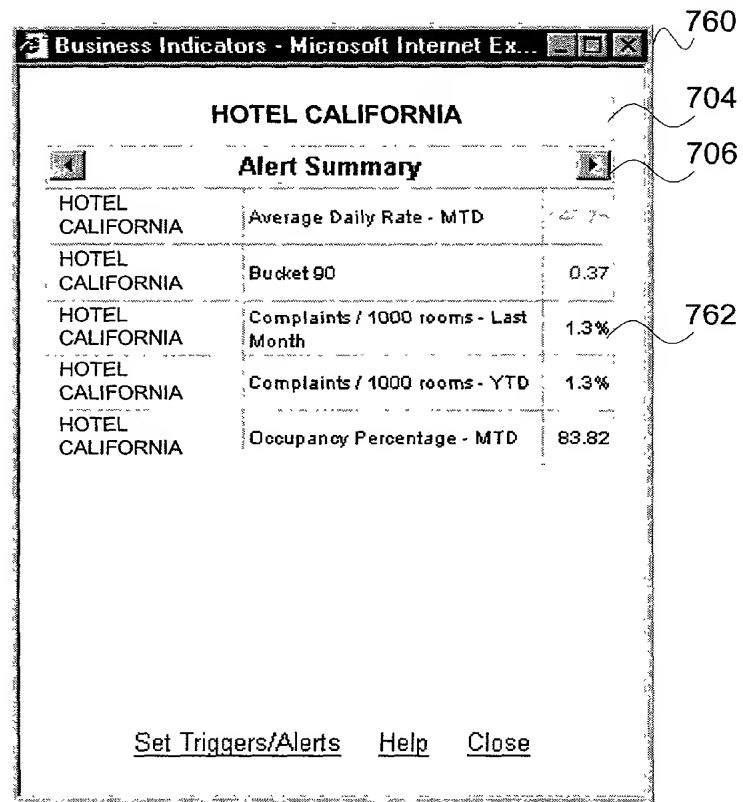


FIG. 7G

**Sent:** Friday, March 16, 2001 3:41 PM  
**To:** timjohnson@carlson.com  
**Subject:** Mach-1 Triggers

The following Trigger(s) occurred:

Property	Indicator	Amount	Type
US CA HOTEL CALIFORNIA	Bucket 90+	7.6	Above Maximum
US CA HOTEL CALIFORNIA	Total Outstanding	89.5	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Bucket 30	42.3	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Bucket 60	56.3	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Bucket 90		Below Minimum
US NE HOTEL NEW HAMPSHIRE	Denied Room Nights - WRS Firm	51.0	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Denied Room Nights - WRS Firm	61.0	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Denied Room Nights - WRS Firm	246.0	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Revenue Per Available Room - Daily	99.2	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Revenue Per Available Room - MTD	66.5	Above Maximum
US NE HOTEL NEW HAMPSHIRE	Total Outstanding	294.8	Above Maximum

FIG. 7H